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### **2010 Annual Report**

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## **To The Honorable Fond du Lac County Board of Supervisors**

### ***Ladies and Gentlemen,***

2010 was a year of high case loads, challenges and accomplishments. Some key accomplishments which are referenced on the pages within this report are as follows:

- Access Unit-Updated forensic interview process with law enforcement and district attorney and piloted the mental health risk assessment
- Aging and Disability Resource Center and Economic Support Unit-Moved to Portland and created a “one-stop shop to serve the Elderly, Blind and Disabled.”
- Coordinated Family Services/Group Homes Unit created PACE program in collaboration with the Sherriff’s Department, Department of Community Programs, Lutheran Social Services and Juvenile Court Services.
- Family Services, Foster Care, Resource and Juvenile Units surpassed Federal face-to-face contact standards for the year.
- Foster Care Unit completed Licensing studies for all relative placements.
- Training Unit- Conducted worker observations and identified themes in practice.
- Volunteer Services-Recruited new volunteers to assist with food pantry and scanning overload.
- W2-Unit-Moved to Vincent Street and created a “one stop shop to serve families.”

In closing, I would like to thank the staff at the Fond du Lac County Department of Social Services for their dedication and commitment to the residents of Fond du Lac County. I would also like to thank County Executive Allen Buechel, Director of Administration Erin Gerred, Deputy Director Richard Gedemer, the Social Services Board, Paul Levandowski, Judy Goldsmith, Chair Melvin Heller, Vice Chair Donald Skog, and Richard Wetzels, and the Fond du Lac County Board of Supervisors for your ongoing commitment to supporting the mission and goals of the department.

Kim M. Mooney  
Director

**Fond du Lac County  
Department of Social Services**

**County Executive  
Allen J. Buechel**

**Social Services Board  
Melvin E. Heller, Chairman  
Donald O. Skog, Vice Chair  
Judy Goldsmith, Secretary  
Paul Levandowski  
Richard R. Wetzel**

**Director  
Kim M. Mooney**

**Deputy Director  
Richard Gedemer**

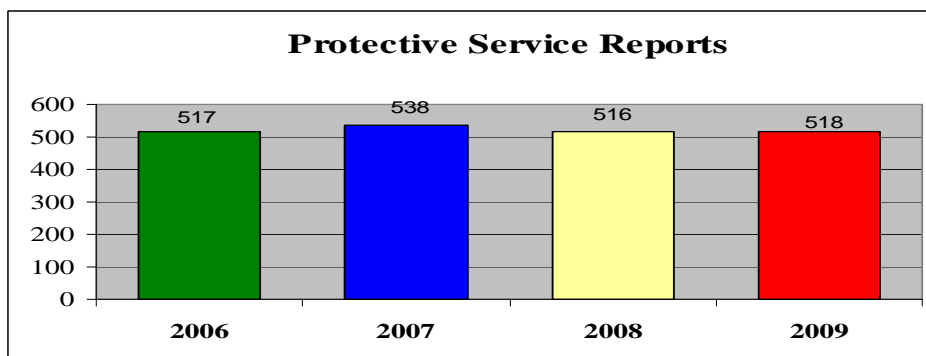
## **ACCESS UNIT**

2010, was a busy year in the Access Unit. The Access Unit documented 1,179 total calls from community members alleging child abuse or neglect. Of those calls alleging child abuse or neglect, 564 were assigned for investigation. 853 children were documented as alleged victims requiring interviews/observation per state standards. Of those 564 cases assigned, all investigations were responded to within 5 working days (see table below).

The Access Unit volunteered to participate in a state pilot trauma assessment which assisted in identifying children that may have experienced significant trauma. Every child alleged to have been abused or neglected in 2010 was screened for trauma. This enabled us to connect those children to available community resources to meet any mental health needs as a result of the trauma experienced.

The Access Unit participated in developing an inter-disciplinary team to revise the current memorandum of understanding for the VSIP (Victim Sensitive Interview Protocol). The Access Unit continues to work jointly with law enforcement and the District Attorney's Office to conduct joint investigations to minimize the number of times a child may have to be interviewed regarding any child abuse or neglect that the child may have experienced. A total of 22 VSIP interviews were completed jointly in 2010.

In closing, the Access Unit Staff continued to be committed to quality service; however, the requirements of the standards, assessment volume and paperwork requirements indicate that staff are operating at peak capacity. Families served appear to have a rise in complex family situations to include substance abuse, domestic violence and mental health concerns. These factors pose significant safety challenges for children. Despite these challenges and limited resources, the Access Unit continues to offer innovative solutions to an increasingly difficult society for children to navigate through. The Access Unit continues to make every effort to keep children in their homes safely and place in alternate placements only when safety cannot be achieved in the home setting.



Response	Number of Responses
Same Day	103
Within 24-48 hours	179
Within 5 business days	282

This table represents the speed of response to child contact for 2010.

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**Kay Metty-Reinhard**  
**Access Unit Supervisor**

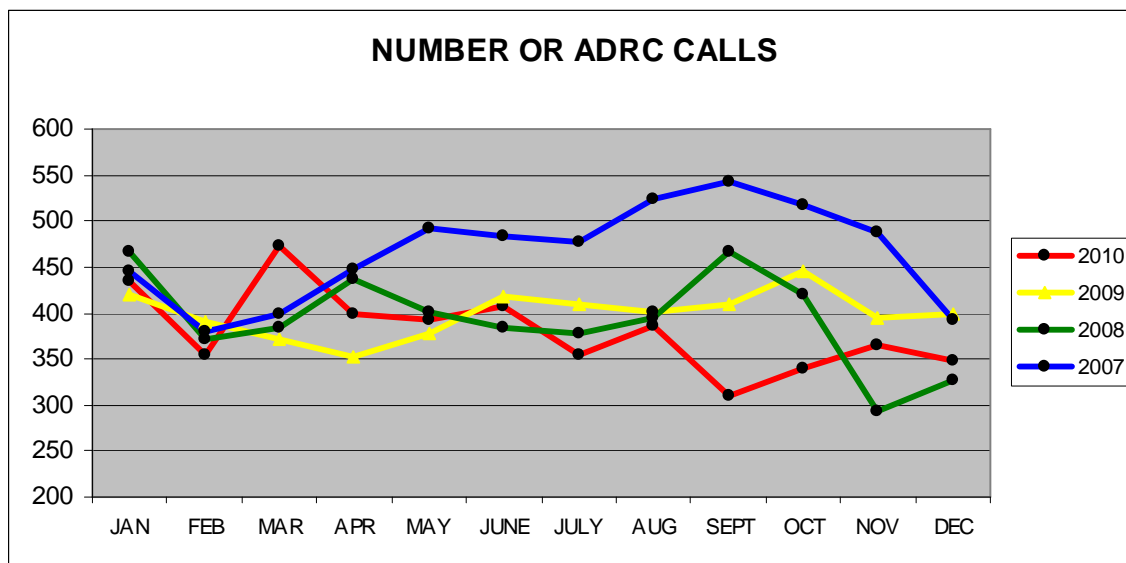
## AGING AND DISABILITY RESOURCE CENTER

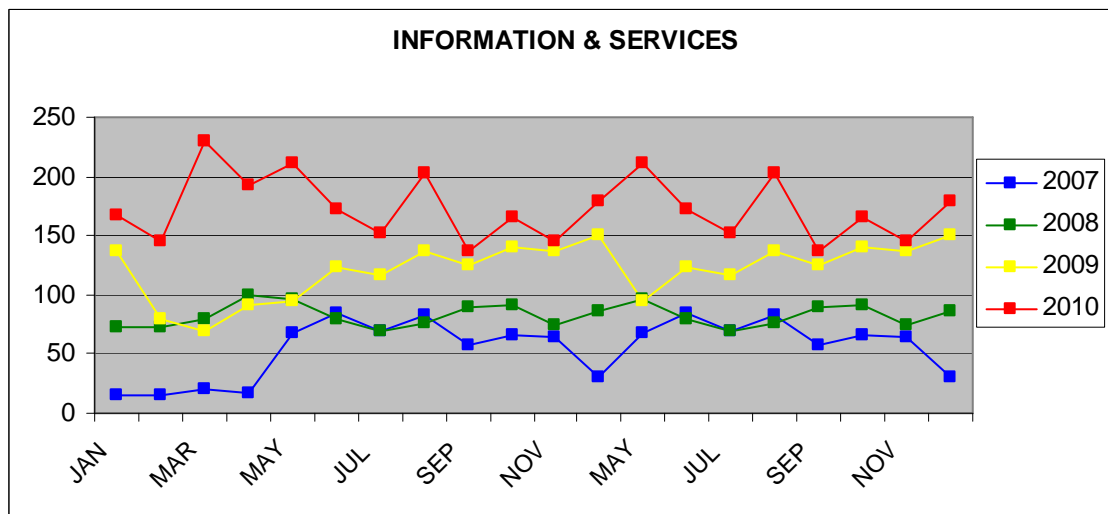
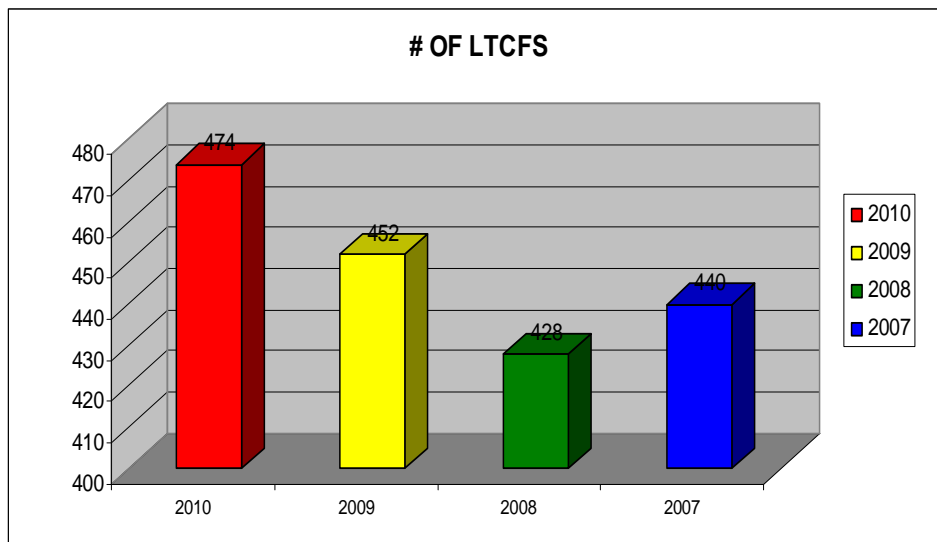
### ***2010 changes in standards or programming that influence workload:***

- The Office of Resource Center Development (ORCD) mandated new forms and process for enrollment and disenrollment for the ADRC, Lakeland Care District and Economic Support.
- The state mandated a new program for evaluation of Minimum Data Set Section Q (MDSQ)
- The Aging and Disability assumed the responsibility of enrollment counseling and setting the date of enrollment for the consumer from the Office of Resource Center Development (ORCD)

### ***2010 unit initiatives and accomplishments:***

- The ADRC staff moved to 50 N. Portland “The one-stop shop for the Elderly, Blind and Disabled”.
- The Office of Resource Center Development (ORCD) Customer Satisfaction survey was completed. Fond du Lac ADRC’s greatest strength was in the areas of hospitality – responsiveness, courtesy and privacy.
- Staff started a program for falls prevention, titled “Stepping On.”
- Development of a program for demonstrating assistive technology devices.
- The on-line informational database expanded content over 50%.
- The ADRC portion of the Fond du Lac County website was updated.
- Evaluated the work load and due to the increase in functional screen requests, a 3<sup>rd</sup> social worker was assigned to perform screening.
- Development and implementation of an electronic forms bins, policies and procedures






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**Sandy Tryon**  
**Aging and Disability Resource Center Supervisor**

## **COORDINATED FAMILY SERVICES UNIT**

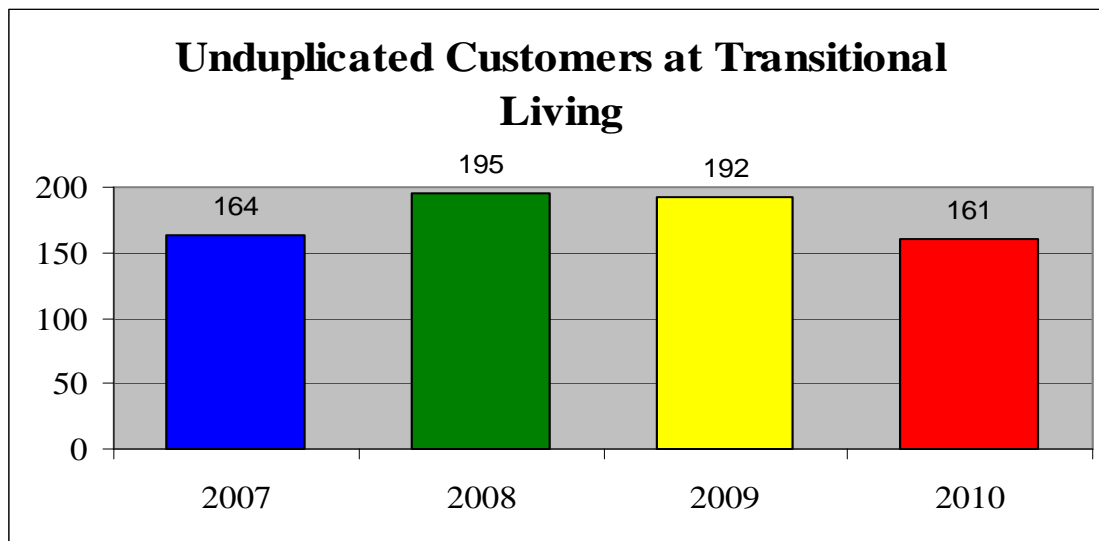
The Coordinated Family Services Unit continues to work to meet the needs of children with severe emotional disabilities and their families. Staff continues to work diligently to implement teams and the team philosophy throughout the service delivery system. Families have responded positively to team based philosophy and the focus on services within the home and community. Local providers, partner agencies and schools have willingly participated on teams and have committed to working together in this process.

The Transitional Living Program continues to provide individual, group and family services in order to assist youth and young adults in living independently, productively and successfully in our community. The Transitional Living program also offers the opportunity for families needing some level of supervised family interaction to have that take place at the Transitional Living house, a more natural and home-like setting.

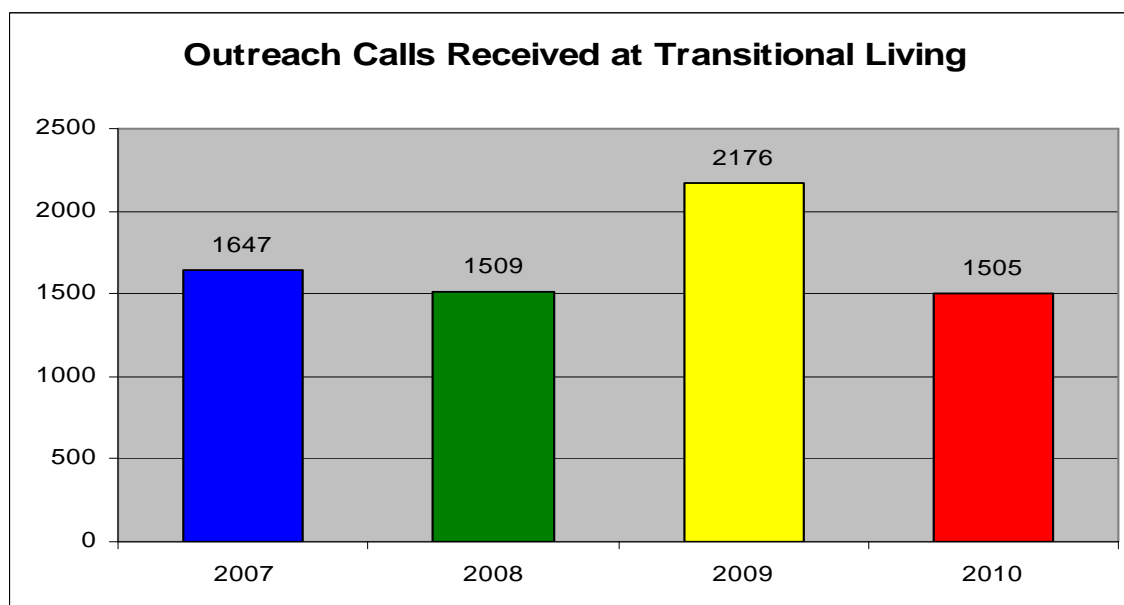
The operation and management of Lawrence Galow Memorial Group Home and Suzie Lopau Memorial Shelter Care moved to the Coordinated Family Services Unit in 2010.

### ***2010 unit initiatives and accomplishments:***

- Developed and operated the PACE Program - Promoting Alternatives to Corrections through Education in collaboration with Department of Community Programs, Juvenile Services Unit, Fond du Lac School District, FDL Co. Sherriff's Department and Lutheran Social Services. The detention based program offers an intensive educational and treatment experience to the youthful offender and his family. The program began operation in March, 2010.
- Wrote and received a grant from OJJDP for PACE Program development.
- Coordinated training with OJJDP and NIC, for agency staff and collaborating community agencies on evidence based practice, assessing criminogenic needs and program planning and evaluation.
- Utilized waiver services and funding to support youth with significant emotional and behavioral challenges in remaining in the least restrictive home setting.
- Assisted area foster youth in maintaining a Youth Advisory Council. The focus of this Council is to promote community awareness of the needs of children in foster care and to provide support and encouragement to children in care.
- Provided drop in, mentoring and group activities to youth on a voluntary and court ordered basis. Groups include job readiness, girls group, cooking class, social skills & activities, self discovery group and independent living classes.
- Utilize the Transitional Living house for outreach and family service activities to include supervised family interaction, sibling visits, family team meetings and Fond du Lac Area Foster and Adoptive Association meetings.
- Assisted 15 foster youth in obtaining/maintaining college education.
- Began process of implementing PBIS (Positive Behavior Intervention and Support) within Lawrence Galow Memorial Group Home and Suzie Lopau Memorial Shelter Care.
- Upgraded facility maintenance for the two group homes.
- Worked with community Partners to enhance service to families of youth with mental health needs through CSI – Comprehensive Service Initiative.



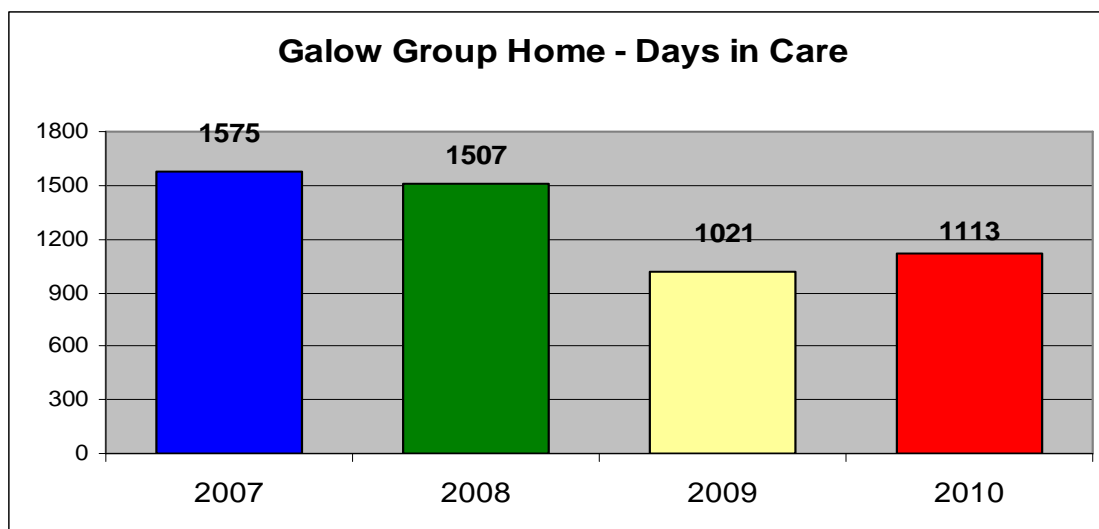
This graph shows the number of clients served at Transitional Living in comparison to prior years. The number of unduplicated clients served in 2010 is lower as a result of the increased number of Supervised Family Interactions staff conducted. The staff served the fewer numbers of clients with more frequency and longer duration.



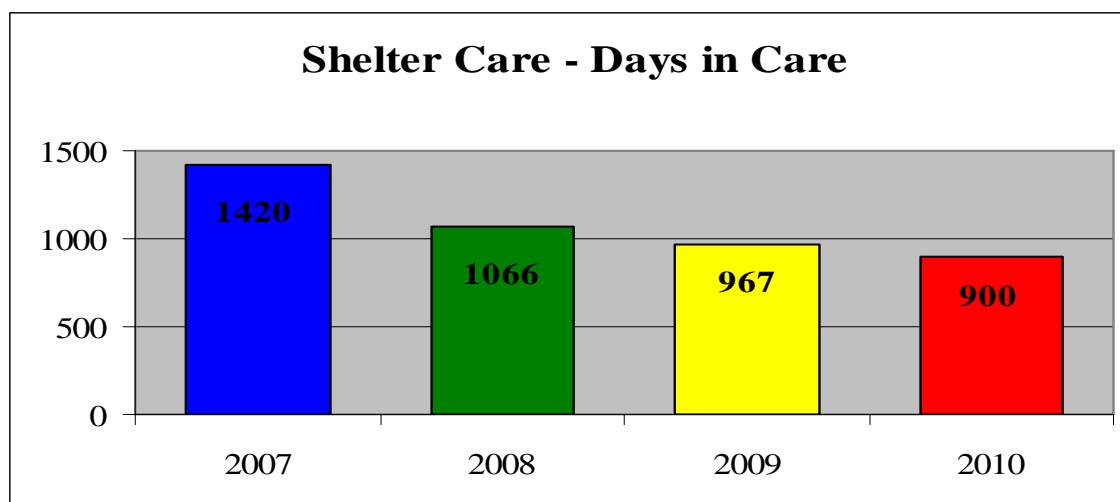
This graph shows the number of calls received at Transitional Living. Call content may include information and referral, assistance with locating housing, employment, education and financial aid, medical and financial support, social and emotional support, Independent Living Skills training, education groups, budgeting assistance, supervised family visitation, foster parent meetings, UA screening for Food Stamp Program.

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The graph shows the number of days of occupancy for male youth at Galow. Galow has a maximum capacity of seven males which would be an aggregate capacity of 2555 days (7 youth \* 365days).



The graph shows the number of days of occupancy for male and female youth at Shelter Care. Shelter Care has a maximum capacity of eight youth which would be an aggregate capacity of 2920 days (8 youth\*365days).

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**Lauren Martin**  
**Coordinated Family Services Unit Supervisor**

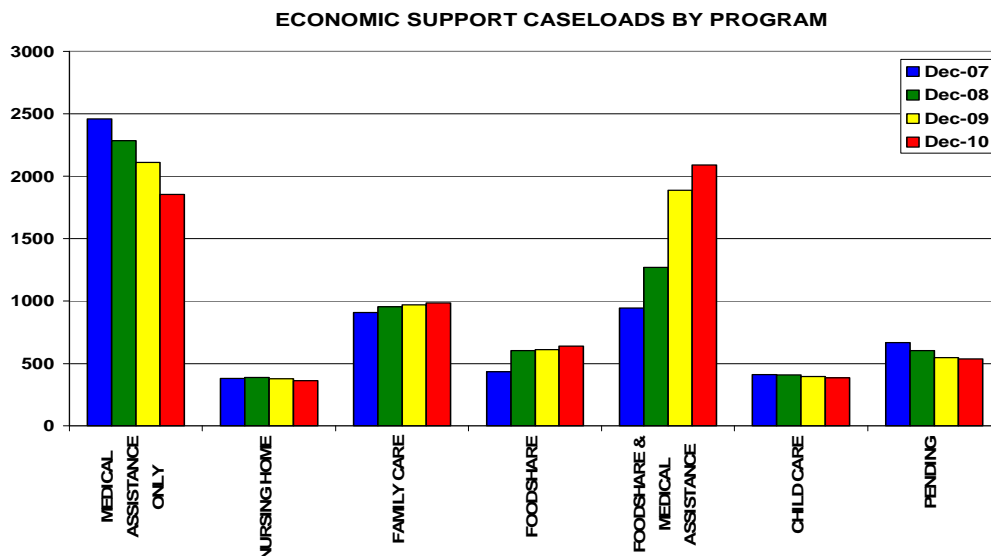
## **ECONOMIC SUPPORT UNIT**

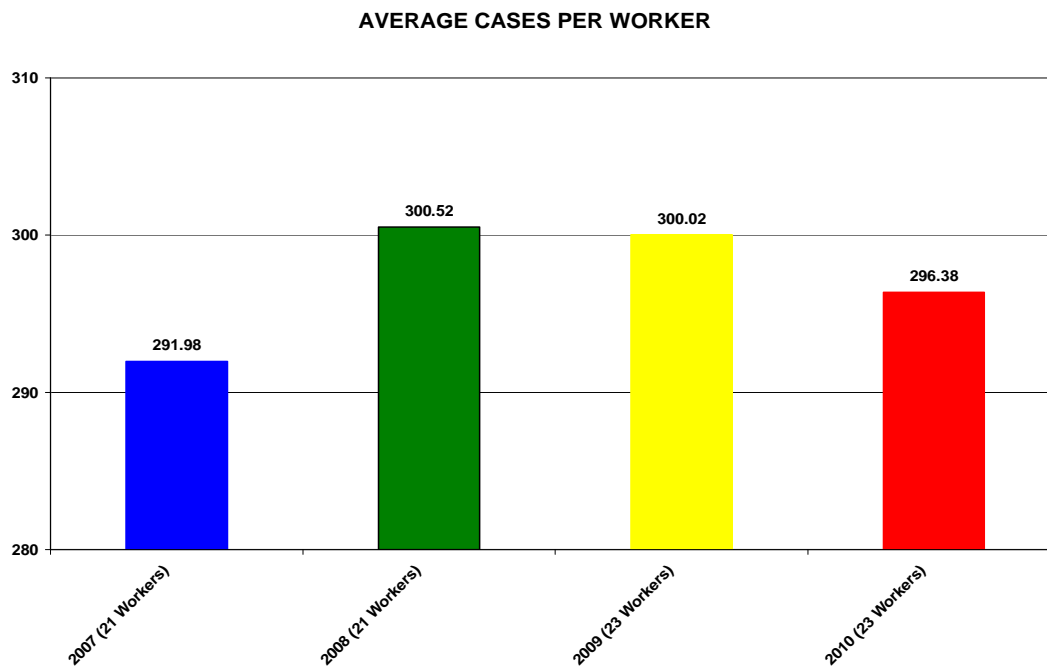
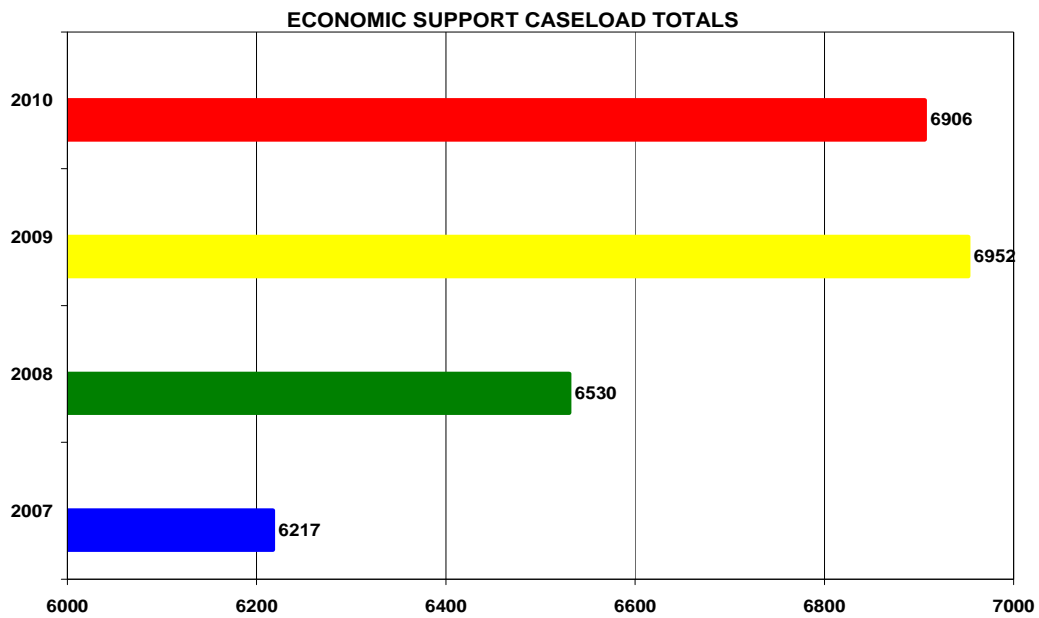
### ***2010 changes in standards or programs that impact workload:***

- The State continues to implement new policy and system program changes. There were 90 Operation Memos and 8 Administrative Memos issued in 2010.
- In 2010, the State expanded the ACCESS system for clients who wish to apply for child care benefits and report changes online. In addition, medical assistance, food share, and child care recipients are able to renew their benefits and submit six month report forms online.
- Caseloads decreased slightly, 0.66% in 2010. The State's Enrollment Services Center (ESC) acquired the County's FoodShare cases that applied for BadgerCare Core, and new FoodShare and Family Planning Only cases. This results in a slight decrease in the county caseload. However, staff assistance continues to be required to screen applications, scan documents, fax information, issue VAULT cards, perform drug testing, and requires client intervention for ESC cases. This increases staff workload that is not reflected in their caseload numbers.

### ***2010 Initiatives and accomplishments:***

- Thirteen Economic Support staff moved to 50 N. Portland Street – “The one-stop shop for the Elderly, Blind and Disabled.”
- Ripon office moved to 315 Zion.
- A family related economic support worker was cross trained in Elderly, Blind & Disabled caseload. The ES worker also outstations in Ripon to serve clients that reside in Ripon and the surrounding communities.
- Development and implementation of an electronic forms bin.
- Development and implementation of an electronic shared calendar.
- The economic support workers assigned to all fraud investigations and overpayments determined \$261,886.82 in overpayment claims. Counties receive 15% of all monies collected.





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**Christine M. Schmitz**  
**Economic Support Supervisor**

## **FAMILY SERVICES ONGOING UNIT**

In 2010, the Family Services Unit averaged 60 children per month placed in out-of-home placements. That represents approximately 64% of ongoing cases involved with an out of home placement. Most placements were in relative homes, but the unit also carried cases in foster care placements. There are six ongoing social workers in the Family Services Unit who had an average caseload of 15.5 cases per month. The two family support workers also carried a caseload of 18 cases per month. Overall the unit averaged 93 cases per month throughout 2010; which is the same as the average of 93 cases per month in 2009, and up from 90 cases per month in 2008. The workload continues to make large demands on the ongoing workers as they work diligently to provide multiple supportive services to these families. In 2010 there was a slight decrease in referrals; a total of 62 new cases, down from the 64 cases in 2009 that were referred to the Family Services Unit. All of these cases were involved in the juvenile court process.

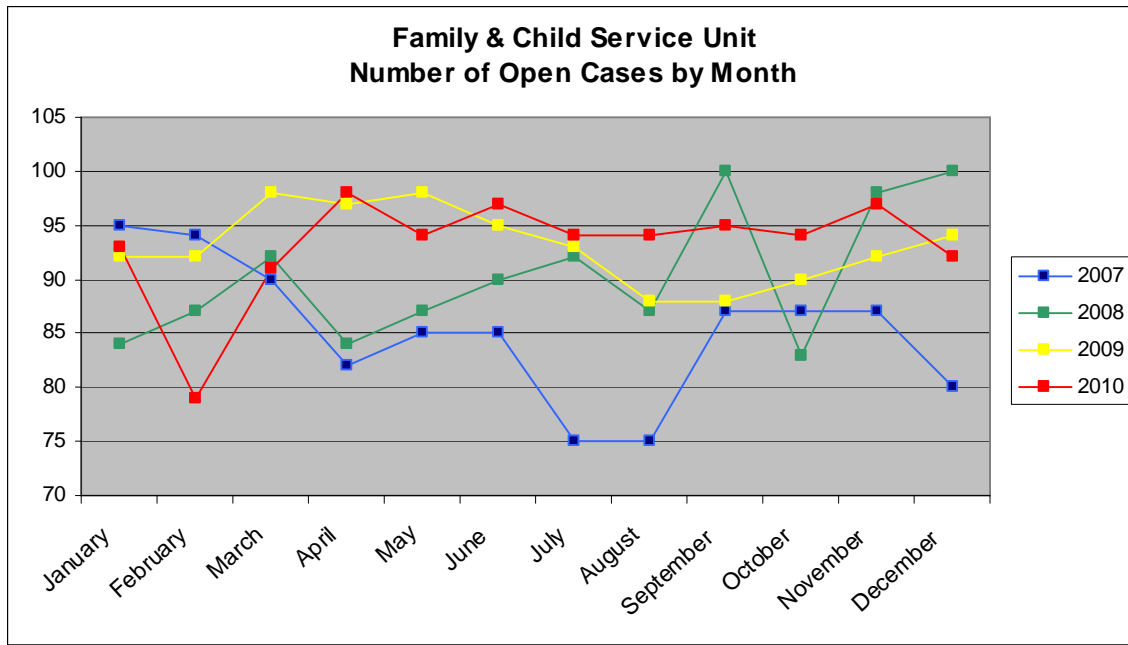
This unit continues to work with a diverse and varied client base. All of the families in the Family Services Unit are court-ordered to cooperate with the agency. The family service social workers have the responsibility to engage the family in all levels of family intervention and treatment. Family centered teaming is very useful tool in helping to engage and empower families in taking responsibility for their unique treatment needs. This process validates the family's need to have services tailored to their specific needs and goals. The family support workers assist the families in these areas; matching supportive services both in and out of the home.

Family Services also generated \$6,295 in revenue from targeted case management. This is actually quite good as this Unit stopped collecting this revenue as of 09-27-2010. The Resource Unit workers are now billing for targeted case management services.

Family Services started using a new narrative format for creating goals during the family assessment process. The goals are considered to be S.M.A.R.T. The goals are designed to be: specific, measurable, attainable, realistic, and time limited. This is one more tool for the professional social worker to help engage and involve the families with their own specific treatment.

### ***2010 Unit Initiatives and accomplishments:***

- Coordinated Shop with a Cop Program.
- Piloted a new family assessment narrative format.
- This unit generated \$6,295 in revenue from targeted case management.



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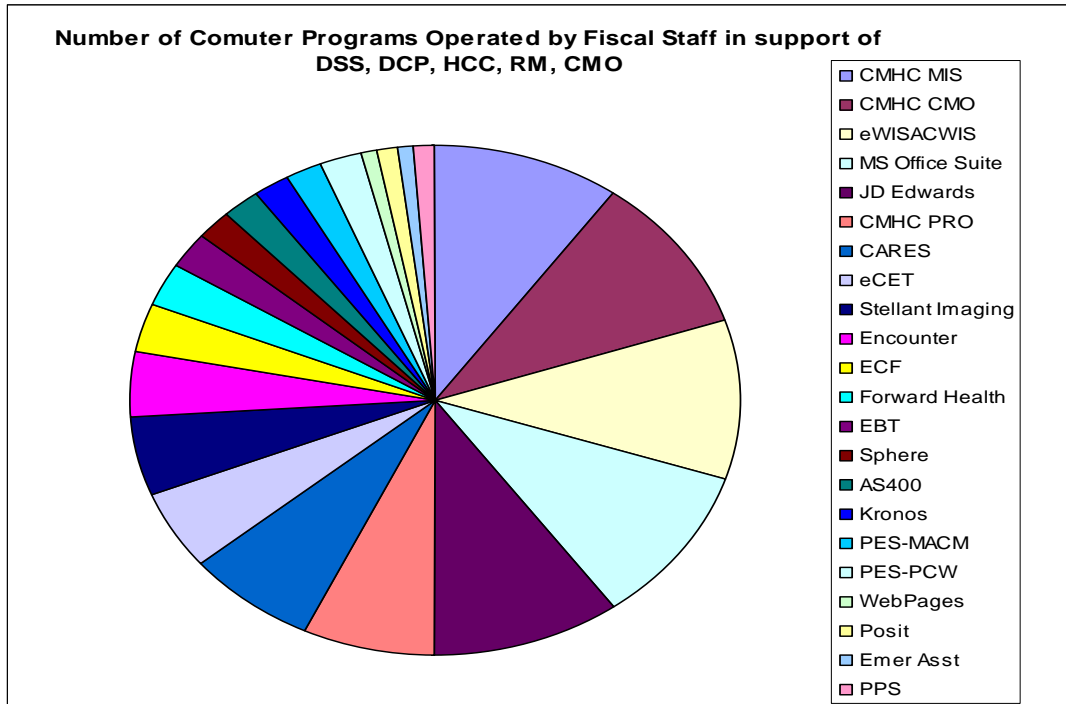
**Susan Zuber**  
**Family Services Supervisor**

**FISCAL SERVICES AND SYSTEMS UNIT**  
**(SUPPORTING DSS, DCP, HCC, RM, Lakeland)**

The Fiscal Services and Systems Unit supports the multiple departments of Social Services, Community Programs, Health Care Center, Rolling Meadows and Lakeland Care District (through May 2010). Our customers are not only the public, local-state-federal governments but also the internal staff from all of those departments to assist them in carrying out their missions. The department is continually responding and adapting to changes in state contracts, reporting requirements and audit requirements. We manage and operate 5 office locations for this unit. The primary initiatives of the Fiscal Services and Systems unit are to provide sound fiscal management and business operations to assure compliance with audits, contractual requirements and responding to agency, county and state needs.

***2010 initiatives and accomplishments:***

- Continued to update the Encounter reporting processes for state and federal reporting of mental health and alcohol and drug abuse.
- Continued development of HIPAA electronic billing transactions for billing Medicare, Medicaid and other insurance companies.
- Performed representative payee services for 150 clients.
- Maintained the Department of Social Services web pages.
- Implemented quarterly eWiSACWIS changes that affect daily business operations.
- Fiscal unit wrote the Continuity of Operations Plan “COOP” for the Department of Social Services as part of emergency preparedness.
- Initiated new HIPAA HITECH policies and procedures.
- By the end of 2010, the fiscal unit was fully staffed.
- Client Registration staff was moved to the main DSS building to assist clients more efficiently in need of Economic Support programs.
- Started implementing state mandated changes to the eWISACWIS program in regards to the licensing level of care changes.
- Worked with state representatives to maximize state and federal ADRC funding.
- The Nursing Homes combined under the name Rolling Meadows with all 123 beds Medicare certified.
- Continued to utilize ARRA funds (\$50,498 + \$12,000 consortium) to enhance the Birth to Three program.
- Received CARS Certified Mental Health Program Funding in 2010 in the amount of \$44,647 to help fund crisis intervention services.
- Continued the indigent drug program to assist low income/non-insured individuals in obtaining needed medications.




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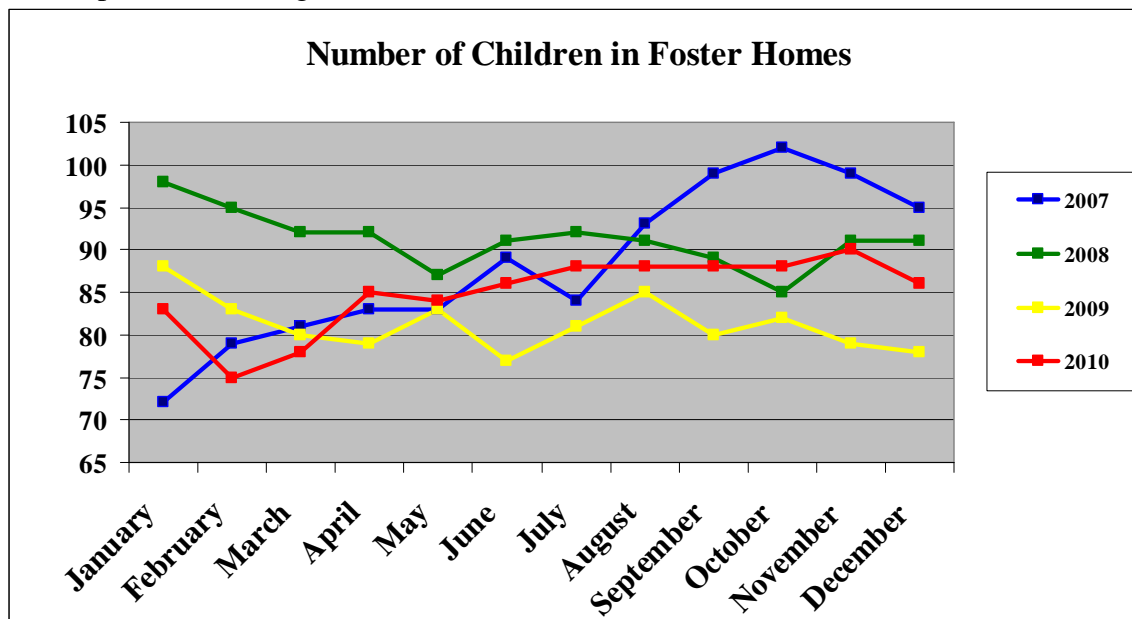
**Tammy Pinno, Fiscal Services Director**  
**Ken Gabrielson, Accounting Services Coordinator**  
**Jill Main, Business Office Manager**  
**Jim Lepinski, Accountant III/Information Specialist**  
**Stacie Basler, Accountant III/Information Specialist**

## **FOSTER CARE UNIT**

2010 was a busy year for the Foster Care Unit. The number of individual families each social worker is working with in 2010 remained high as illustrated on the next page. The Foster Care Unit has worked diligently with families to have their children returned safely to their care. When that was not possible social workers made assiduous efforts to have each child with a forever family. Working collaboratively with the District Attorney's office, 21 terminations of parental rights cases were completed in 2010. Department social workers submitted 10 additional referrals that were not filed by the District Attorney in 2010. Preparing and sending these referrals and preparing and participating in termination of parental rights hearings is very labor intensive and significantly impacts the workload of involved staff.

### ***2010 initiatives and accomplishments:***

- Foster Care Coordinators began implementing new licensing standards called "Levels of Care." Under these standards the Department is required to license all relative placements. Previously these homes would undergo a less intense home study with no required training and would receive court ordered kinship care payments. The coordinators attended trainings and meetings as part of implementing these new standards as well as having on-going internal meetings about the changes.
- Licensed and trained 16 new foster families compared to 10 in 2009.
- Promoted community awareness and recognition of local foster families through community speaking engagements, advertising and news articles.
- Maintained the foster care section for the County Website for informational and recruitment of new foster homes.
- Continued to work at finding new foster homes. The need for new foster homes is always present. Although 16 homes were licensed 14 homes were closed.



The number of children placed in foster homes each month are shown in this chart.

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**Rob Bauer**  
**Foster Care Unit Supervisor**



## **JUVENILE COURT SERVICES UNIT**

In 2010, Juvenile Court Services received a total of 601 referrals. Juvenile Court Services provided court ordered formal supervision services to a total of 239 families during 2010. This has resulted in a caseload average of 30 cases (youth) per social worker. We also experienced a significant decrease in correctional placements for the year, with 2010 being our lowest number of correctional placements in the past four years. Other placements of delinquent youth have also decreased, due to increased use of community based services such as Electronic Monitoring/GPS, In-Home Therapy, parenting programs, educational groups for youth, and involvement of other family members, friends and service providers in the youth plan of care.

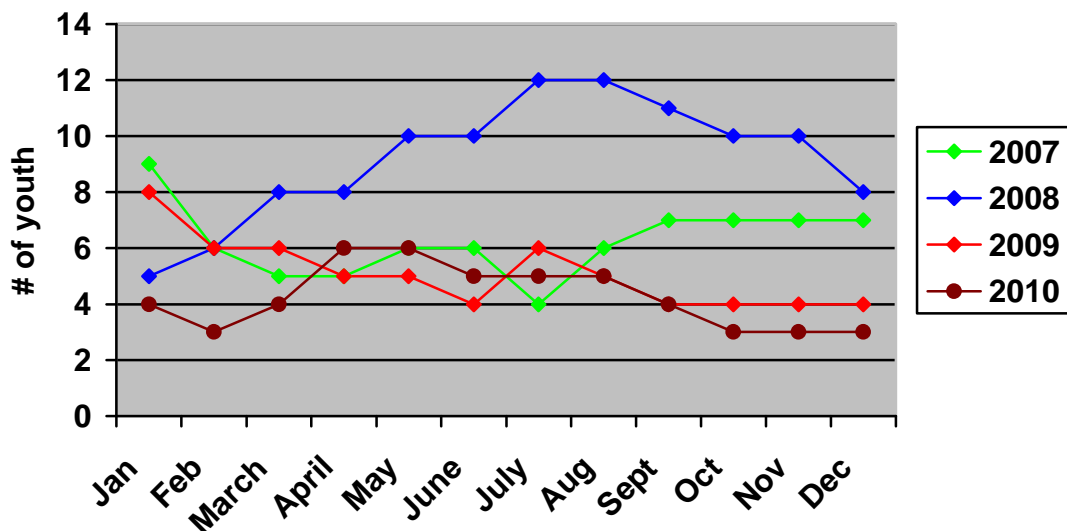
### **2010 Unit Initiatives and accomplishments:**

- We continue to provide a number of groups and educational programming to youth, such as Anger Management, GIRLS group, BOYS group, Self-Discovery group, Victim Empathy, Corrective Thought, Report Center, Book Club, and mentoring.
- Juvenile Intake and Teen Court staff have actively participated in the annual Student Government Day by presenting a “mock” teen court hearing and providing general information regarding services and programs to youth attending the event.
- We continue to be a collaborative partner with Fond du Lac School District and other community agencies in the development and support of Comprehensive Service Integration Program to strengthen and support children’s mental health development in our community and with the Safe Schools/Healthy Students Initiative. Staff actively participate on Steering Committee and Advisory Committee.
- Staff have presented and participated in a number of community educational opportunities. Staff have been involved in numerous presentations in social work classes at Marian University. Staff also participated in career exploration presentations to local middle school students, and career days at MPTC.
- Worked cooperatively with Coordinated Family Services Program Unit, the Fond du Lac County Sheriff’s Department and the Fond du Lac County Department of Community Programs in developing the PACE Program. This is an alternative program to corrections for youth. The program began operation in 2010.
- Over the past year, staff had been involved in a number of trainings to improve effectiveness of services to youth and families. These have included training on evidence based programming and how to more clearly identify a youth’s criminogenic needs.

## JUVENILE COURT SERVICES STATISTICS – A Four Year Comparison

	2007	2008	2009	2010
<b>I. Intake Referrals (total)</b>	784	810	653	601
A. Delinquency	528	602	451	391
B. CHIPS	162	128	142	147
C. JIPS	94	79	59	63
<b>II. Temporary Custody Authorizations</b>	334	300	328	215
A. Secure Custody (Jail)	128	132	100	73
B. Non-Secure Custody Placements	206	168	138	142
<b>III. Restitution Project</b>				
A. Referrals Received	63	91	79	79
B. Restitution Paid to victims	\$28,889	\$19,613	\$23,981	\$29,711
<b>IV. Youth Community Service Project</b>				
A. Referrals Received	228	195	196	168
B. Community Service Hours Worked	4314	4687	4063	3490
<b>V. Teen Court Cases</b>	54	33	50	31
<b>VI. Formal Court Supervision Cases</b>	293	320	292	239
<b>VII. Monitoring Services</b>				
A. Electronic Monitoring Cases	38	58	57	30
B. GPS Cases	6	6	8	20
C. MEMS (alcohol monitoring)	0	0	2	3

**Youth in Lincoln Hills & Southern Oaks  
January 2007 to December 2010**




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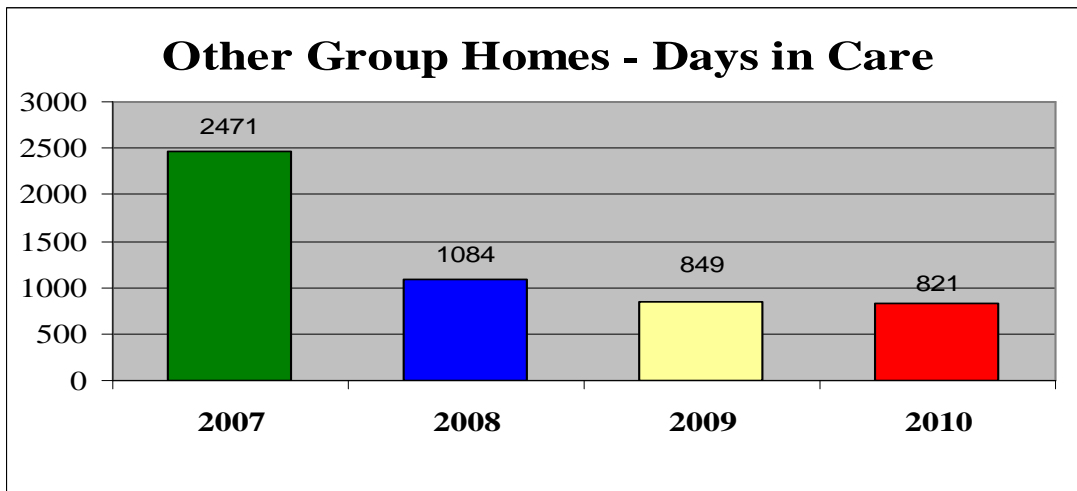
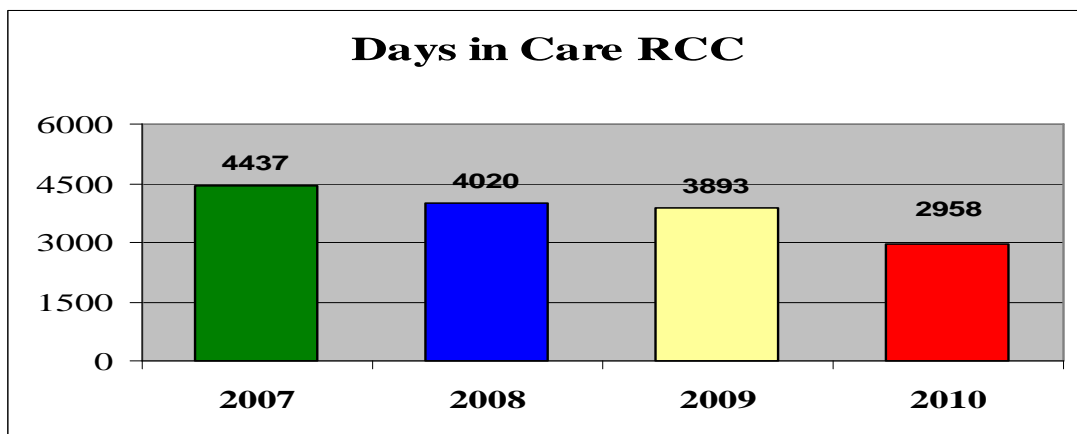
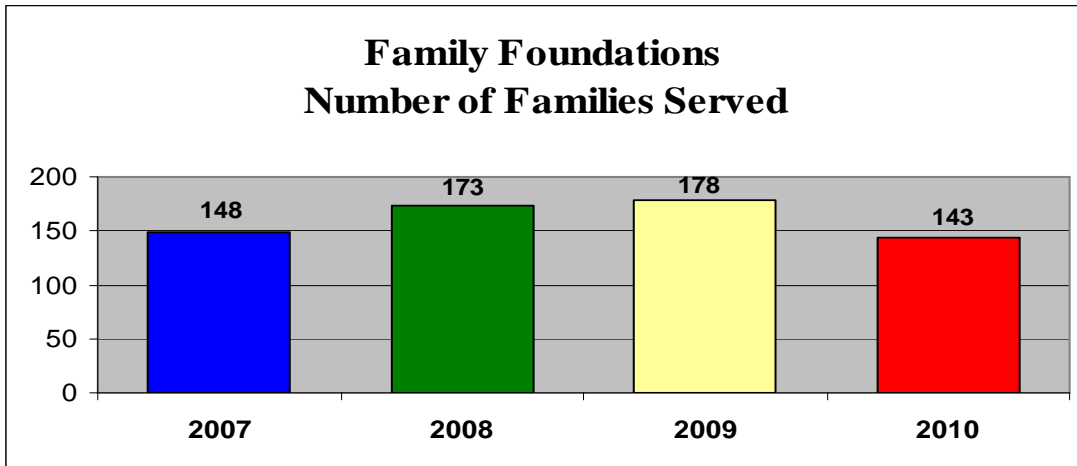
**Jamie Sigafus**  
Juvenile Court Services Unit Supervisor

## **RESOURCE UNIT**

The Resource Unit is a specialized unit within the Department of Social Services, which provides a variety of services to children and families. Services include: Family Foundation's POCAN Home Visitation Parenting Program, Intensive In-Home Family Therapy, Kinship Care and Respite Care Licensing and Coordination, and Out of County Specialized Resource placement and case management duties. In addition, financial related tasks regarding parental liability, child support referral and other revenue collections are coordinated for any children placed in alternate care.

### ***2010 unit initiatives and/or accomplishments:***

- Family Foundations received an 11% increase in referrals from 2009.
- Caseload size exceeded recommended levels to sustain level of intensity required to meet family needs. A wait list for referrals was customary.
- Families served through the Family Foundation's Home Visitation Program were 143, with 113 families receiving the wraparound component.
- Family Foundations served a total of 346 children ranging in age from 0-18.
- Family Foundations continued to be awarded an annual grant of \$111,994. In addition revenue generated through billing MA in 2010 was \$32,570.67.
- A grant was awarded by the Juvenile's Justice Commission for \$9,125 to operate an evidence based curriculum entitled "Strengthening Families" for children 10-14 and their parents.
- Parenting groups including "Discipline with Love and Logic" and "Strengthening Families" were delivered throughout the calendar year serving over 55 families.
- "A Morning of Perspective: Community Impact of Our Young Children's' Social and Emotional Health" was presented. The event was attended by Local Legislative Representatives, Community Leaders, Professionals and Service Providers. Implementation of the plan for action will begin in the coming year.
- The Respite program provided 538 respite days for 63 different children from 44 families. Respite were supported by licensed foster families, the Family Resource Center Connection Center and the Villa Loretto Respite Program.
- Conducted complete caseload review of all RCC, group home and treatment foster care placements on a quarterly basis.
- Revenues collected through child support and benefits collection activities by Fiscal Services and Resource Unit staff totaled \$780,313.37 in 2010.
- Intensive In-Home Therapy delivered services to 24 families and 45 children who have significant mental health diagnoses. Statistics reflect only one child was placed in alternate care during the calendar year. MA Revenue reimbursement in 2010 was \$106,290.73.
- Family centered teaming continued to be an effective model of service delivery provided by case managers in both parenting and alternate care families. Further skill development and ongoing implementation was a 2010 focus.



## **TRAINING UNIT**

2010 was another eventful year. The bilingual/bicultural services have been provided in the form of interpreting and support with resource attainment. In 2010, staff serviced 262 unduplicated clients, compared to 2009, in which staff served 252 unduplicated clients and 2008, in which staff served 237 unduplicated clients. Of these 262 clients, 75% were Hispanic.

### ***2010 unit initiatives and accomplishments:***

- Participation in safety staffings to assure sufficient in-home and out-of-home safety plans for children at risk of child abuse and/or neglect.
- In conjunction with agency staff, continued service on an agency Ethics Committee.
- Provided Ethics and Boundaries training for foster parents and agency staff.
- In conjunction with the W-2 supervisor, provided agency and community Civil Rights Compliance training sessions.
- Provided pre-placement and foundation trainings for new foster parents.
- Provided training sessions via LLC at Job Center for W-2 participants.
- Monthly Hot Topics, offering informational workshops for DSS staff and community partner agencies.
- Mandated Reporter training sessions for community mandated reporters.
- Provided update trainings to staff regarding new statutes and standards.
- Completed new employee orientation training for all new staff.
- Continued implementation of the Fond du Lac County Department of Social Services' pre-service training plan required by the State of Wisconsin for all child protective service staff.
- Conducted a round of group home worker core trainings.
- Assisted with the implementation of Critical Incident Stress Management debriefing teams and provided staff with an overview of Secondary Traumatic Stress trainings.
- Conducted child abuse/neglect substantiation appeals.
- Served as the agency's liaison to the N.E.W. Partnership.
- Certified in and provided agency-based Myers-Briggs Personality Type trainings.
- Conducted social work staff observations and provided feedback.
- Assisted staff in implementing family centered teams with their clients.
- Served as the program lead for continued implementation of Wisconsin's State Automated Child Welfare Information System.
- Served on the County HIPAA Committee.
- Served as the agency's State Quality Services Review case selection lead.
- Trained outside administrative review panel members, and facilitated these reviews on a rotating basis with other service supervisors.

## **VOLUNTEER SERVICES**

In 2010, Volunteer Services provided collaborative support to the Aging & Disability Resource Center; Family Resource Center; Health Department; and Department of Community Programs.

The Transportation Program provided transportation for clients, and food pantry which continues to be the need most often requested of Volunteer Services. Over 2,800 customers were served through transportation and food pantry requests. Destinations for transportation requests include school, medical, dental and therapy appointments, court, daycare and other service programs. A total of 752 transports were provided for our clients in 2010. The Mentor Program provided support for three families.

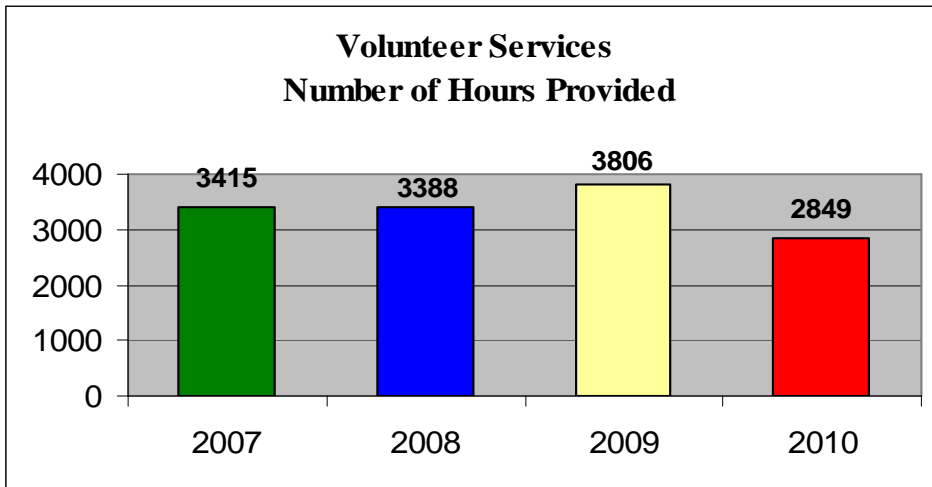
Volunteer Services expanded recruitment efforts to meet the demands of our agency to include support in scanning client documents. This recent volunteer opportunity currently has 6 rotating volunteers.

### **2010 Accomplishments:**

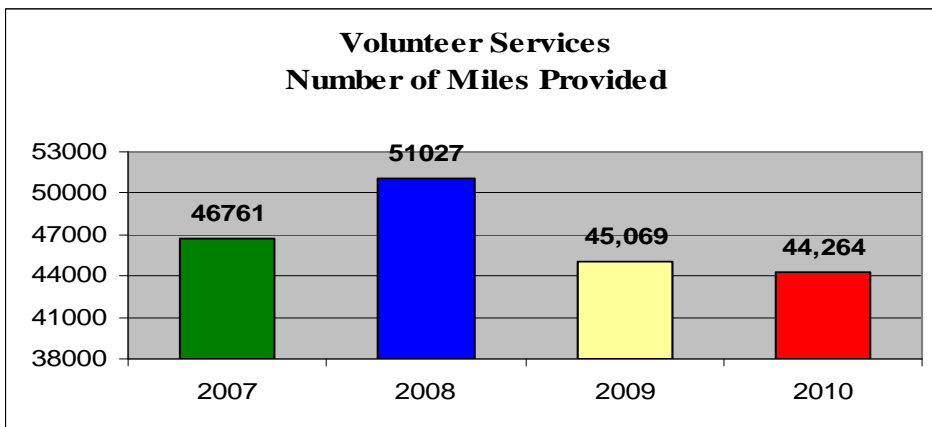
- 23 Volunteers participated.
- 3 Volunteer students.
- 44,264 miles of transportation provided to multiple programs.
- 2,849 hours of service recorded.
- 752 transports recorded for clients and food pantry.
- 2,835 customers were served

### **2010 Recruitment Activities:**

- Senior Day at the Forest Mall.
- UW-Oshkosh for Human Services students.
- Marian for Human Services students.
- Church Presentations.
- Civic Organization Presentations.
- Marian College Volunteer Fair.
- Moraine Park Technical College for Administrative & Legal Professional



This graph shows the total number of volunteer hours provided in the entire year in comparison to prior years.



This graph shows the total number of volunteer miles provided in the entire year in comparison to prior years.

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**Deb Schneider**  
**Volunteer Services Coordinator**

## **W-2/Economic Support Unit**

### ***2010 changes in standards or programs that impacted workload:***

- The State continues to implement new policies/procedures and system program changes. There were 16 Department of Children and Family and Department of Human Service Administrator's Memos issued, which directly affected the W-2, Food Share Employment and Training (FSET), and Children First programs. Further, there were 33 Operation Memos out of 90 issued that directly affected the W-2 and FSET programs.
- The Voluntary Compliance Agreement (VCA) between the state and federal government focuses on W-2 client civil rights. One requirement of the VCA is caseworkers are to address all W-2 clients' barriers or disabilities to work and ensure they have been given the appropriate accommodations to ensure their success in the W-2 program.
- One requirement of the VCA is to complete the Barrier Screening Tool (BST) at the client's initial application. This has resulted in caseworkers spending more time with the clients upfront, equaling approximately 3 hour appointments instead of 2 hours prior to this requirement.
- In 2010, the State ACCESS system for clients who apply for public assistance benefits began promoting W-2, which allows a client to test their eligibility for W-2. In addition, the State of Wisconsin Department of Workforce Development promoted W-2 in their Unemployment Compensation Brochures, which results in increase in W-2 application and inquiries.

### ***2010 Unit Initiatives and Accomplishments:***

- Relocated the W-2/ESS Unit located at the Fond du Lac Area Job and Career Center to Department of Social Services, 87 Vincent Street in June of 2010.
- The W-2 caseload of 74 cases in 2010 reflects an increase of 23% over 2009. W-2 caseload has increased 222% from 2008 when there were only 23 W-2 cases.
- Children First program continues to provide and assist in job seeking services for 50 non-custodial parents.
- FSET caseload has increased by 14% over the 2009 FSET caseload.
- Wisconsin Employment Transportation Assistance Program (WETAP) was ended in 2010. Department of Social Services determined not to reapply for WETAP in 2011 due to the workload volume.



## GRAPHS AND CHARTS

